



Firefox Browser Support - Announcement to 2020 Virtual Planner Customers

Summary

Mozilla (Firefox) is changing their support policy for the NPAPI plugin (2020 3D Viewer) required by 2020 Virtual Planner. As per Mozilla's statement, Firefox will discontinue the ability to download the 2020 3D Viewer beginning with the release of Firefox v52 on March 8th, 2017. Starting from March 8th these changes will prevent new and existing 2020 Virtual Planner visitors, who have upgraded to Firefox v52, from being able to download and install the 2020 3D Viewer and use 2020 Virtual Planner on Microsoft Windows and Mac OSX.

2020 has developed an alternative 2020 3D Viewer for Firefox and used by 2020 Virtual Planner and proposes deploying the new viewer in collaboration with our 2020 Virtual Planner customers as soon as possible.

The new 2020 3D Viewer will provide an almost seamless user experience as it does not require a plugin to be installed and force a browser restart anymore.

2020 Account Management and Professional Services will contact all existing 2020 Virtual Planner customers to discuss and agree upon the update activities and schedule.

2020 Virtual Planner users with Microsoft Internet Explorer, Chrome, Edge or Safari are not impacted by these changes.

Proposed Solution

The alternative 2020 3D Viewer for 2020 Virtual Planner is currently under testing.

- The 3D Viewer update packages will be available to support 2020 Virtual Planner versions 4.7.1, 4.8.1 and 4.9.0.

Impact of the Change

Only users who upgrade to Firefox v52 will have to use the new 2020 3D Viewer for Firefox. Users who have not upgraded to Firefox v52 will not be affected by the change.

Since a new technology will be used to support a plugin free Firefox, there will be some functional differences from the previous Firefox plugin:

- Users may experience a performance decrease in the new 2020 3D Viewer for Firefox

Update Plan and Support

For in store use, Mozilla will provide an ESR (Extended Support Release) version of Firefox v52 that will still support the existing 2020 3D Viewer for an extended period of time.



At the customer's request 2020 can provide and implement a notification page to inform users that Firefox v52 will not provide an optimal planning experience. The wording of this notification page can be personalized to suit the specific customer's website messaging.

2020 Account Management and Professional Services will contact each customer and outline required tasks to complete the deployment of the new 2020 3D Viewer successfully. These tasks and the timeline will depend on each customer's specific deployment, such as the level of customization of the sites

We are looking forward to a successful collaboration on deploying the new 2020 3D Viewer for Firefox.

2020 Product Management

